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## SERVICE HOTLINE

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## ENHANCED EMAIL SECURITY CONTROLS

In alignment with global IT Security best practice, the JSE has enhanced its current email security controls to include verification checks on external emails being sent to the JSE.

The verification process checks that an email claiming to come from a specific domain is submitted by an IP address authorized by that specific domain administrators and published in the DNS (Domain Name Services) registry for that domain and not from a potential cyber-criminal spoofing an email address.

As a result of these enhancements, some JSE clients and partners may experience mail delivery failures to the JSE, which will manifest in the form of a return email stating that the email could not be delivered to the JSE.

Should any JSE clients or partners experience a problem with the delivery of email to the JSE, please contact your relevant IT Department representative to check the status of your companies SPF (Sender Policy Framework) entry registered within the DNS records, or alternatively contact the JSE Client Service Centre on 011 520 7777.

We apologise for any inconvenience this may cause.

### Market / Service:

JSE Equity Market  
JSE Derivative Markets

- Equity Derivatives
- Currency Derivatives
- Commodity Derivatives

JSE Interest Rate Market  
JSE Bond ETP Market  
JSE Broker Deal Accounting (BDA)  
Colocation Services  
International Access Point Services

### Environment(s):

Production

### Additional Information:

If you have any queries about this announcement, please contact the Client Service Centre:  
+27 11 520 77 77 or e-mail  
[CustomerSupport@jse.co.za](mailto:CustomerSupport@jse.co.za)

### Issued By:

IT Service Delivery